



## Job Description

**Job Title:** Help 365 Bilingual SNAP Enroller  
**Reports To:** Help 365 SNAP Access Coordinator

The primary purpose of Help 365 Bilingual SNAP Enroller is to assist families and individuals in need; elderly; and individuals with limited English proficiency with submitting and acquiring Supplemental Nutrition Assistance Program (SNAP) benefits through the HRA's Mail Application & Referral Unit (MARU) or using the online Paperless Office System (POS) provided by the New York City Human Resources Administration (HRA). This job is a full-time position, a flexible schedule Monday thru Saturday and extensive travel throughout the Bronx, Brooklyn, Manhattan and Queens is required.

### Job Responsibilities

- Extensive travel to designated areas within four of NYC's boroughs, The Bronx, Manhattan, Brooklyn and Queens to engage potential SNAP applicants.
- Verify that all potential applicants have been properly screened for SNAP benefits prior to their scheduled appointment.
- Confirm appointments with scheduled applicants 24 to 48 hours in advance.
- Submit at least 11 SNAP applications weekly through HRA's Mail Application & Referral Unit (MARU) or HRA's Paperless Office System (POS).
- Follow-up with applicants to ensure that HRA has contacted the applicant for the appointed telephone interview.
- Follow-up with applicants to ensure that subsequent finger-imaging appointment was kept.
- Provide immediate formal mediation between the applicant and HRA, as required, ensuring successful receipt of SNAP benefits.
- Confirm receipt of benefits and amounts awarded at the conclusion of the application process.
- Maintain accurate tracking spreadsheets of SNAP applications submitted and the benefits received.
- Other relevant duties assigned by the Help 365 SNAP Access Coordinator.

### Qualifications:

- MUST BE COMPLETELY FLUENT IN BOTH ENGLISH AND SPANISH.
- A Bachelor's degree in Social Work or related area of study is preferred.
- Must be knowledgeable of the eligibility requirements for SNAP.
- A minimum of 2 years' experience working in human services or related field.
- Previous experience with POS preferred but not mandatory.
- Strong knowledge of public benefits and systems required.
- Must be computer literate.
- Knowledge of case management databases.
- excel spreadsheets a plus.
- Strong clerical skills with typing at least 25 wpm.
- Must be highly organized.
- Must be comfortable with extensive traveling and working with diverse populations.

**What We Offer:**

- Medical, Dental, and Vision benefits.
- 403 B Retirement plan.
- Paid Holidays, Sick Days, and Vacation.
- Free 30 Day Unlimited Metro Card.
- No-cost Life Insurance benefits.

*NY Common Pantry is an equal opportunity employer and makes employment decisions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability status, or any other status protected by law.*